

*FLEET SUPPORT*

*PERS-6*

*Navy Personnel Command*

*Millington, TN*



*Mission First, Sailors Always*



John W. McCausland  
Assistant Commander  
Navy Personnel Command (NPC)  
for Fleet Support (PERS-6)

Greetings from Millington!

Your Navy Team in the Fleet Support (FS) Department, also known to many as PERS-6, is organized to provide policy and services in direct support to Navy leadership at every level and to Sailors and their families. The functional areas supported by FS are diverse and far reaching. Our customers include all members of the Navy Family (active, Reserve, civilian, retirees, and families). We work closely with the Fleet, N staff, and SECNAV staff to ensure the right programs and services are available to everyone so they are ready to deploy as needed.

We provide customer-focused quality of life services in order to help make our Navy the “employer of choice.” We promote operational readiness, morale, and well-being of every Sailor by providing services and support programs that

maximize personal and professional excellence, provide family support and meet Navy community needs. Further, we communicate with Sailors via several means to help them become more self-reliant and able to make informed career decisions.

We strive to provide personalized attention to families by rendering prompt, caring, and compassionate support during their time of grieving as a result of duty or off-time loss of life.

Our corrections team also fosters a safe environment for Sailors by supporting good order and discipline in the Navy and provides secure confinement for offenders.

Our Navy Music Program provides direct support of CONUS and overseas operating forces, both afloat and ashore. Performances by Navy bands in 2004 reached audiences in excess of 55 million people worldwide.

The Navy Human Capital Strategy (HCS) focuses on developing and retaining the best quality Sailors with the right skills mix. In support of HCS, we provide traveling teams to the fleet comprised of Navy career management experts, including senior officers and Command Master Chiefs with recent operational fleet experience, who can facilitate an exchange of information and ideas that positively affect the career decisions and career management of today’s Sailor.

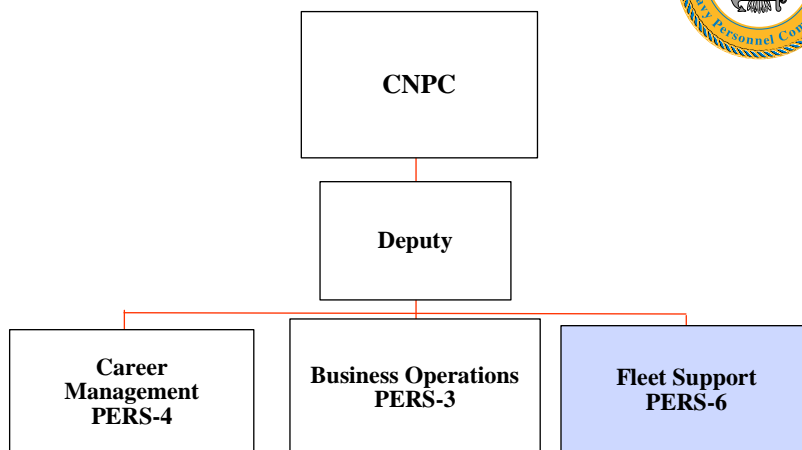
In summary, as you will note while reviewing the following pages describing our work in detail, we are a “Sailor-facing” customer service organization. Our team embodies the NPC motto, “Mission First, Sailors Always.”

All the best,

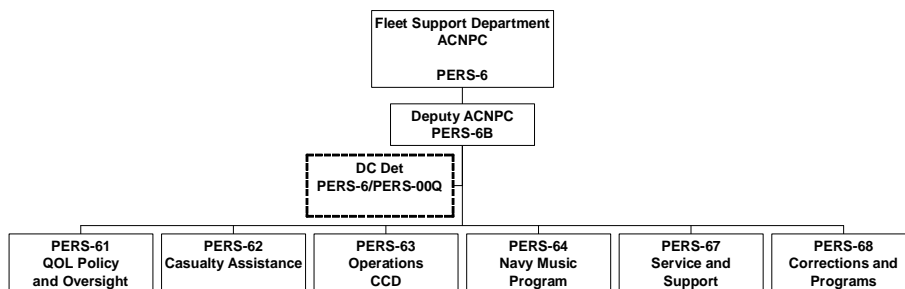
*John W. McCausland*

# Our Organization

## Navy Personnel Command



## Fleet Support (PERS-6)



## **QOL Policy and Oversight Division (PERS-61) Establishment**

DCNP established the QOL Policy and Oversight Division as a result of CNP's transfer of certain QOL programs to Commander, Navy Installations (CNI) on 1 October 2004.



PERS-61 actively represents CNP's interests in policy development for and program oversight of Morale, Welfare, and Recreation (MWR); Fleet and Family Support (FS); and Child and Youth (CY) programs.

PERS-61 develops program policies and responds to/comments on proposed policies from higher authority as well as legislative initiatives. The Division's oversight function is executed through evaluation of program delivery and is designed to ensure QOL programs transferred to CNI continue to provide high-quality services to Sailors and their families.

PERS-61 monitors Navy QOL program delivery for CNP:

Develop policies based on laws, OSD guidance, DON mandates, Fleet requirements, and customer needs.

Monitors and analyzes program performance and makes recommendations to modify policies or realign resources to improve program delivery.

## CNP and CNI Relationship

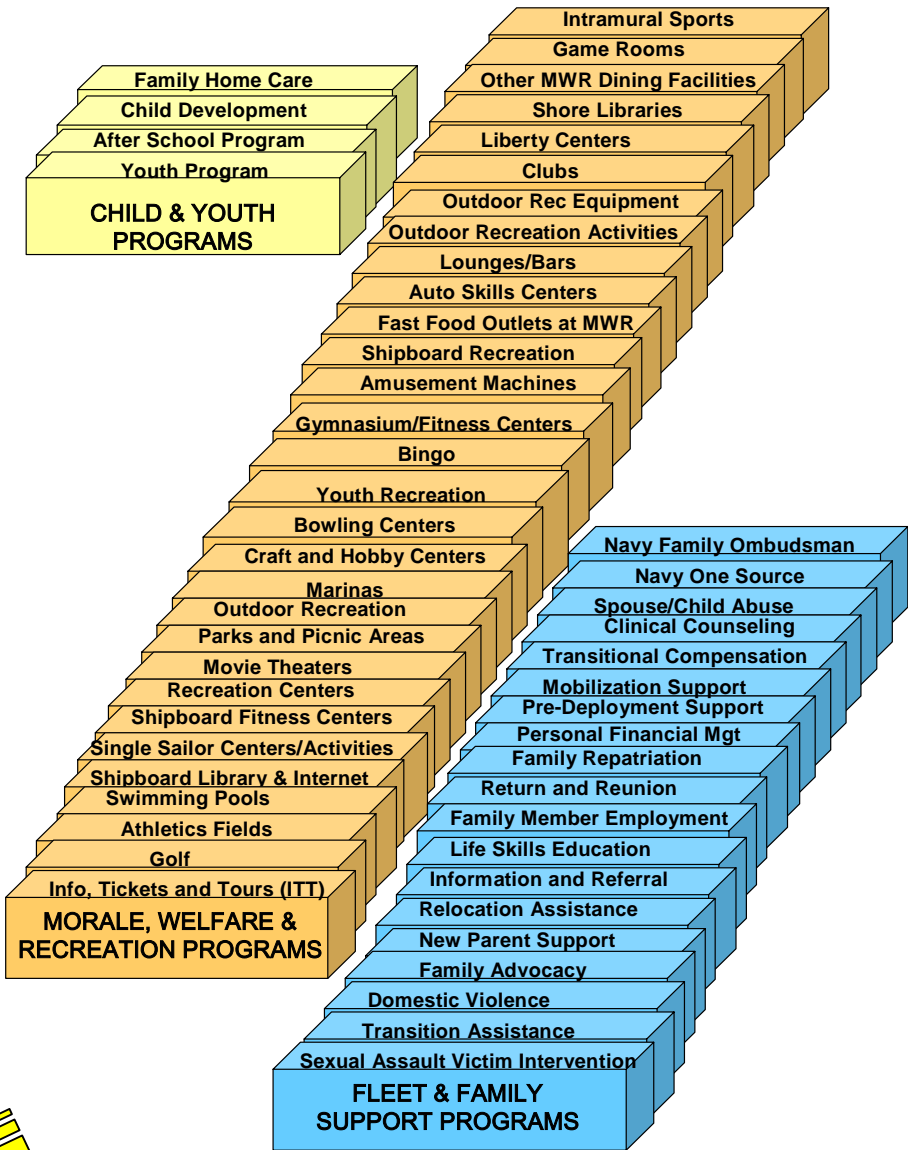
### Service Model for MW, CY, and FS Programs



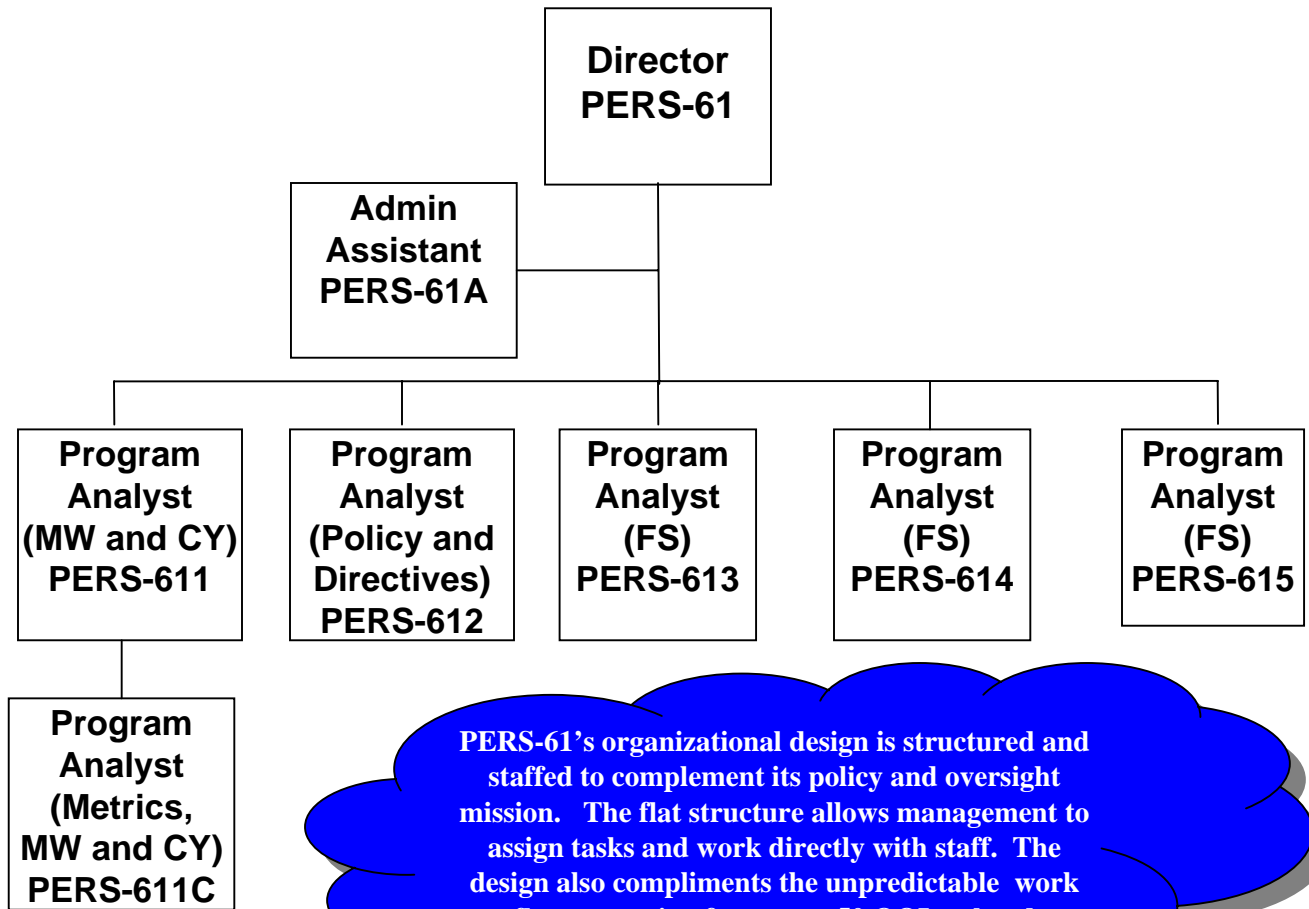
1. CNP exercises active policy role...specifies needs/wants of Sailors/families through policy
2. CNI assesses demand against resources and determines service levels
3. CNP and CNI negotiate CLDs with CNO
4. CNP monitors performance against CLDs
5. CNP assesses Sailor/family satisfaction with services...uses information to revise policy



*Through policies for QOL programs such as:*



## **PERS-61 – Designed for Optimal Efficiency**



PERS-61's organizational design is structured and staffed to complement its policy and oversight mission. The flat structure allows management to assign tasks and work directly with staff. The design also compliments the unpredictable work flow stemming from over 50 QOL-related programs.



## **PERS-61 Strategic Alignment Supports Leadership Goals through Enhanced Mission, Personal, and Family Readiness**

**PERS-61 effectively socializes with a myriad of stakeholders new or modified policies to further Navy leadership goals to positively affect Quality of Service, Personal Readiness, and Retention.**



**PERS-61's mission includes developing and interpreting broad QOL policies and performing program evaluation. Programs and services monitored by PERS-61 ultimately affects every Sailor and family member at some time during their association with the Navy. These QOL programs and services provide essential support and great benefit to Navy commands worldwide and help promote mission readiness and Sailor retention goals.**





## **PERS-61 Stays *CONNECTED***

Actively participates in a variety of forums to stay in touch with the needs of the Fleet, which include: QOL-related Integrated Process Teams, Navy IG Area Reviews, Fleet and Family Support Center Accreditation Visits, Navy Workforce Research and Development Meetings, Headquarters Review Teams, and the MWR/Navy Exchange Board of Directors' meetings.



**Policy → Programs → Readiness/Retention**

PERS-61 conducts assessments of QOL programs through the use of various survey tools, including the SAVI, SEAP and PFM Quick Polls; SA Victim Survey; MWR Program Customer Assessment; and Fleet and Family Support Center Program Customer Assessment Surveys.

PERS-61 monitors QOL programs through the use of various reports and data, including metrics (financial and performance); GAO studies; Domestic Violence and SAVI data, and Navy IG studies.



## PERS-61 on the Web

<http://www.npc.navy.mil/CommandSupport/CommunitySupportProgramPolicies/>

All QOL-related policies the Division is responsible for, or uses for program evaluation, are available on the PERS-61 web page. Also, links are provided to CNI's program delivery web site. The PERS-61 web page has proven very useful for both staff and leadership looking for a one-stop source for QOL-related policies.

The screenshot shows a Microsoft Internet Explorer window titled "Quality of Life (QOL) Policy Division (PERS-61) - Microsoft Internet Explorer provided by Navy Marine Corps Intranet". The address bar shows the URL <http://www.npc.navy.mil/CommandSupport/CommunitySupportProgramPolicies/>. The page content includes a left-hand navigation menu with links such as "Diversity", "Field Support", "Navy Music", "Navy Alcohol and Drug Abuse Prevention", "Casualty Assistance", "Community Support Program Policies", "Child Development and Youth Programs", "Family Care Plan", "Fleet and Family Support Programs", "Morale, Welfare, and Recreation (MWR) Programs", "Corrections and Programs", "Distribution Management", "Exceptional Family Member", "ITEMPO", "Navy Band Mid-South", "Navy World-Wide Locator", "Nutrition", "Physical Readiness", "Retired Activities", and "Spouse Support/Relocation Assistance". The main content area is titled "Quality of Life (QOL) Policy Division (PERS-61)" and contains a paragraph about the division's responsibilities, a list of individual program links (Child Development/Youth Programs, Fleet and Family Support Programs, Morale, Welfare and Recreation Programs), and a "Military OneSource - NO COST Information Resource" section. A right-hand sidebar titled "Policy Instructions" lists links for "Child Development/Youth", "Fleet and Family Support", "Morale, Welfare, and Recreation", and "Family Care Plan". The bottom of the window shows the Windows taskbar with the Start button, several open applications (Inbox - Microsoft Outlook, PERS-61 Mkt book 04-18..., Quality of Life (QOL) ...), and the system clock showing 11:37.

Quality of Life (QOL) Policy Division (PERS-61)

The QOL Policy Division administers program policies relating to Child Development/Youth, Fleet and Family Support, and Morale, Welfare and Recreation programs. While NAVPERSCOM is responsible for program policy, [Commander, Navy Installations Command \(CNI\)](#) is responsible for program resourcing and delivery. NAVPERSCOM and CNI have a collaborative relationship ensuring the best possible Community Support programs are available to members of the Navy community.

Individual program links are provided:

Child Development/Youth Programs  
[www.mwr.navy.mil/mwrprgms/commmain.htm](http://www.mwr.navy.mil/mwrprgms/commmain.htm)

Fleet and Family Support Programs  
<http://www.ffsp.navy.mil/>

Morale, Welfare and Recreation Programs  
<http://www.mwr.navy.mil/>

**1** [Military OneSource - NO COST Information Resource](#)

This ONE STOP resource stands ready to assist you and Navy

**Policy Instructions**

- [Child Development/Youth](#)
- [Fleet and Family Support](#)
- [Morale, Welfare, and Recreation](#)
- [Family Care Plan](#)

## **Casualty Assistance Division (PERS-62)**

PERS-62 provides policy and oversight of all Navy casualties. We are responsible for ensuring all Navy casualties are properly reported and family members are notified, provided support and kept informed. This includes providing family members with travel and transportation, as needed, prompt benefit and entitlement processing, referrals and outreach support services. The upcoming hire of additional case managers will allow 24/7 operations, increase the knowledge and expertise immediately available to fleet commands, improve the next of kin notification process, expedite benefits and entitlements processing and allow for implementation for a survivor aftercare program. All are part of Navy Manpower and Personnel Strategy internal processes for Quality of Service.

Casualty assistance is the Navy's most humanitarian and sensitive program. Management of this program affects 100% of the Navy's total force, as well as family members, civil service, contractors, private citizens and the media. This work affects Navy life in general and has a long term affect on quality of life, readiness and retention.

The casualty assistance process will be improved by providing 24/7 surveillance and oversight as each case develops. We will provide proof to Navy leadership that our efforts had a significant, positive impact on survivors by measuring their satisfaction with support and assistance rendered; that the CACO was professional, courteous, helpful and knowledgeable and responded to their needs. CNP has directed manpower support to reduce the pain and anguish our Navy families endure by rendering prompt, caring and compassionate support.



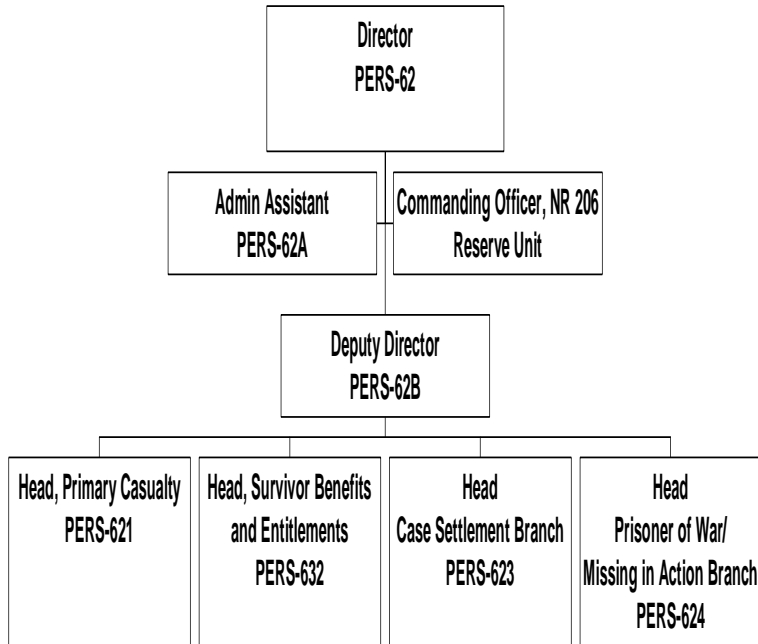
In 2004, PERS-62 gained momentum in improving other key facets of the program by conducting casualty drills with deployed fleet units, streamlined the casualty reporting process and tripled the mission capability of the assigned Reserve unit while decreasing overall staffing by 25%. Additionally, PERS-62 partnered with Navy Mutual Aid Association to prepare and deliver a comprehensive benefits and entitlements summary to surviving spouses within 48 hours of a death. CACOs report a tremendous level of satisfaction at having this information immediately available to help console families.

### ***Mission Statement***

***“Reduce the pain and anguish our Navy families endure by rendering prompt, caring, and compassionate support.”***

***Mission First, Sailors Always***

## **Casualty Assistance Division**



### **PERS-62 Core Competencies**

- Ensure Navy is prepared to efficiently and effectively respond to daily and mass casualty situations
- Ensure prompt notification to families
- Promptly and accurately certify survivor benefits and entitlements
- Coordinate family member travel for ill/injured Sailors and/or to a funeral/memorial service





## PERS-62 Historical Information

- More than 250 Sailors die each year
- Navy conducted more than 29,000 Funeral honors in 2004
- Between 400 and 600 retirees die each month

## PERS-62 Casualty Reporting Policy

- Active Duty/Retired/Reserve personnel
- Dependents of active duty members
- Other service personnel assigned to Navy
- Navy civilians overseas
- Non-DoD and private citizens involved in Navy incident

*Navy conducted more than  
29,000 Funeral Honors in 2004*

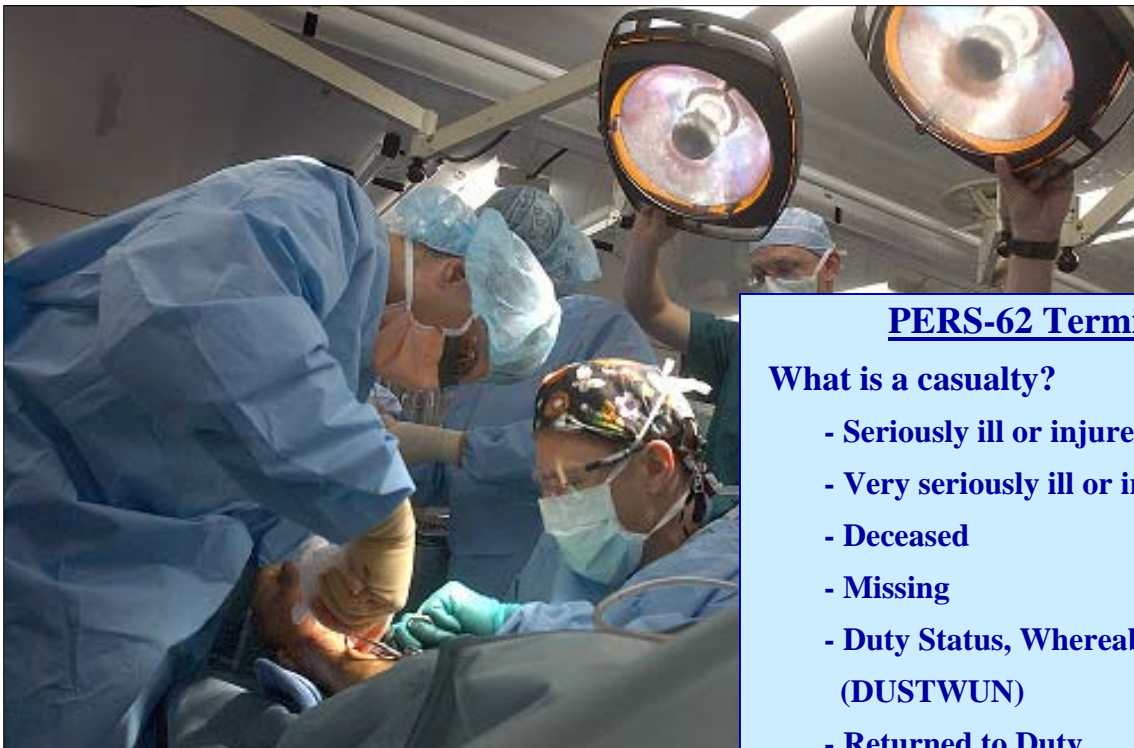






## **PERS-62 Mission Requirements**

- **Formulation of Program Policy - Casualty, Funeral Honors and POW/MIA**
- **Review of legislative actions for all federal benefits, entitlements, casualty assistance & funeral honors**
- **Coordinate Mass Casualty Response**
- **Administer the Missing Persons Act under Title 10 and Title 37 USC**
- **To serve as the family members' advocate on all casualty assistance and POW/MIA case-specific issues**



## **PERS-62 Terminology**

**What is a casualty?**

- **Seriously ill or injured (SI)**
- **Very seriously ill or injured (VSI)**
- **Deceased**
- **Missing**
- **Duty Status, Whereabouts Unknown (DUSTWUN)**
- **Returned to Duty**

# **PERS-62 Casualty Assistance Division**

## ***Benefits and Entitlements***

### **Death Gratuity:**

- \$12,420 Tax-Free to beneficiaries

### **Unpaid Pay and Allowances Including:**

- Unused leave, remaining bonuses, MGIB refunds

### **Basic Allowance for Housing (BAH):**

- Six months BAH
- Six months remain in gov't quarters  
or
- Combination of both

### **Uniformed Services ID & Privilege Card**

### **Exchange, Commissary and Theater**

### **Servicemembers' Group Life Insurance**

### **Dependent and Indemnity Compensation**

### **Dependent's Educational Assistance**

### **Survivor Benefit Plan**

### **Relocation Expenses:**

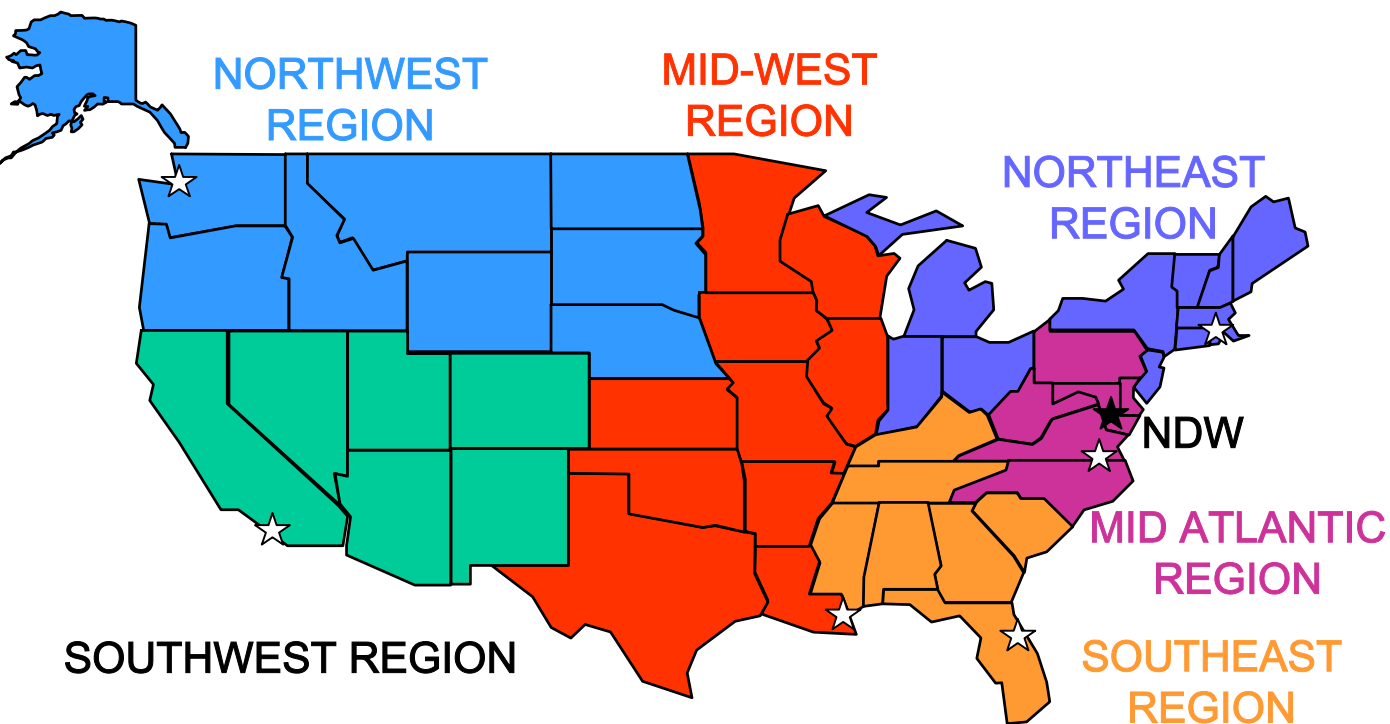
- Within one year of death

### **Medical and Dental Care**

### **Funeral Travel/Expenses:**

- Travel: 2 days per diem (CONUS), 3 days (OCONUS) for spouse, children, and parents
- Expenses: preparation, encasement, transportation of remains
- Gravesite
- Headstone and Grave Marker

## CONUS CASUALTY ASSISTANCE CALLS/FUNERAL HONORS SUPPORT PROGRAM COORDINATOR'S REGION OF RESPONSIBILITY



## OCONUS CASUALTY ASSISTANCE CALLS/FUNERAL HONORS SUPPORT PROGRAM COORDINATOR'S REGION OF RESPONSIBILITY



## **Operations (PERS-63)**

The Center for Career Development (CCD) was established to help the Navy achieve and maintain a “culture of retention.” PERS-63 continues to be an integral part of the CNOs HR strategy.

As the retention climate of the Navy has improved, PERS-63 message has been fine-tuned. CCD continues to focus on the impact of personnel policies on retention behavior. Today’s focus is on developing and retaining the best quality Sailors with the right skills mix.

The PERS-63 Director and Command Master Chief brief Prospective Commanding Officers, Executive Officers, and Command Master Chiefs during pipeline training on current Navy personnel policy and retention/career management best practices.



Career Management Symposiums (CMS) are conducted at each major Fleet Concentration Area semi-annually and most other Naval installations every 12-18 months. CMSs include:

- “NPC Retention and Manpower Brief” for Command Retention Teams (CO/XO/CMC/CCC) contains the latest information on Navy personnel policy and best practices for career development of Sailors.
- Comprehensive career management briefings contrasting Navy and private sector careers for personnel at all stages of career progression.
- Briefings by post-command senior officers and private sector “guest briefers.”
- A team of detailers coordinated to meet the needs of the specific location

PERS-63 has technical oversight of the Navy Career Counselor (NC) community and provides them with current information via a wide range of media, pipeline training and web-based resources.

Analysis of data related to retention and attrition remain part of PERS-63 core competencies. Data from that analysis has become the Navy’s primary source of retention and attrition information for the Navy’s leadership.

PERS-63 leverages technology using web-based surveys and computer analysis tools to monitor retention trends.

PERS-63 has also expanded its core competencies over the past several years to become a potent source of career information for Navy personnel and their families. The Navy Personnel Command’s (NPC) Customer Service Center (CSC) receives over 350 calls a day from active duty, reserve and retired Navy personnel and their families on subjects ranging from reenlistment incentives to selection board packages, and has relieved much of the burden from other NPC staff offices.

In January 2004, PERS-63 was significantly enhanced when the NPC Communications Office joined the organization, collocating the effort towards synchronized strategic communications of Navy personnel policy to the fleet with the team that provides career management tools to the fleet. The Communications Office produces multi-media Navy personnel information products including periodicals, Direct-to-Sailor (DTS) television spots, communications plans, and a new NPC website.



PERS-63 has also been an “incubator” for new ideas to improve processes and serve the Fleet better. The development of the Perform to Serve (PTS) application is an example. PTS is the Navy’s first centralized reenlistment system that adjudicates reenlistment requests from first-term Sailors to Stay Navy, either in their present rating or by converting to an undermanned rating. PTS is now a Program of Record and is the Navy’s primary force-shaping tool for management of first term Sailors.

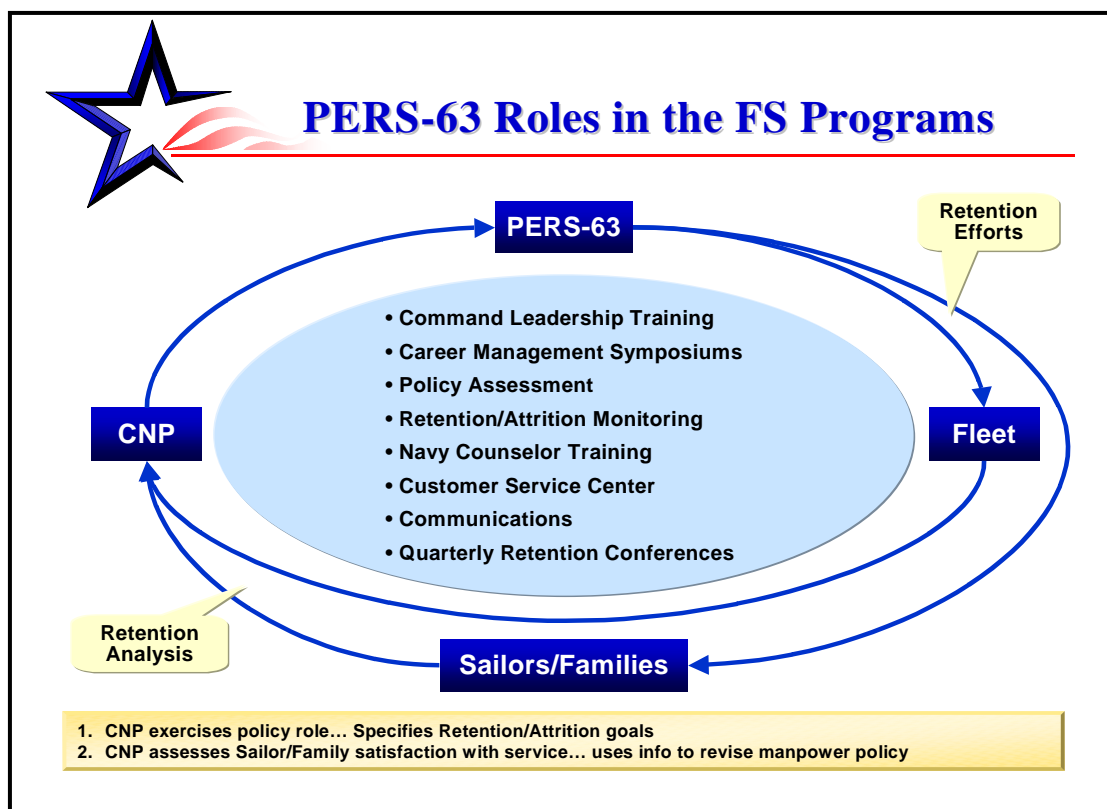
Other initiatives previously sponsored by CCD include:

- Professional Selling Skills (PSS) training for career counselors, now integrated into NC professional training
- Sponsorship of the United Through Reading program, enabling Sailors to read to their children on videotape while deployed
- Accelerated Sailor Action Program (ASAP) pilot, designed to reduce attrition by managing GENDET Sailors’ career progression through their first enlistment ultimately towards designation and training in a rating.

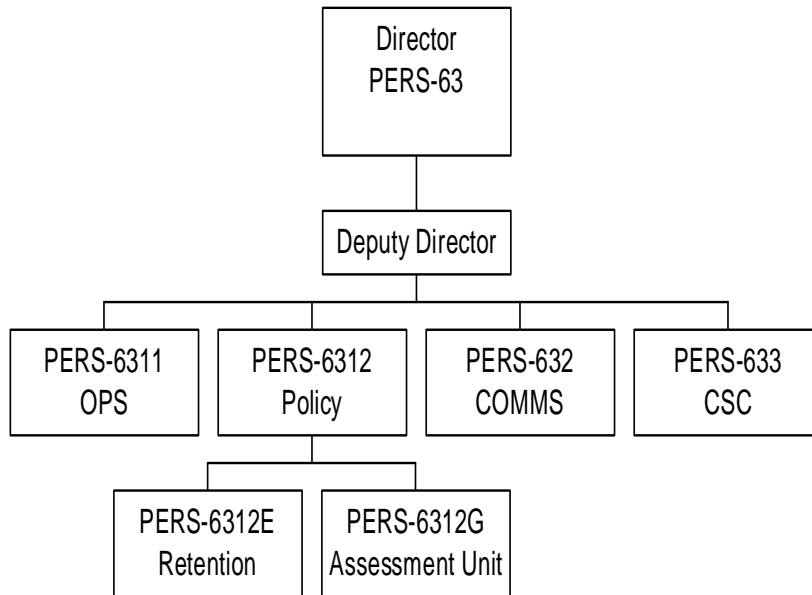
PERS-63 will continue to test innovative ideas in the future.

## Mission Statement

*CCD’s mission is to “Provide the Fleet with the tools necessary to retain the Navy’s high-quality Sailors.”*

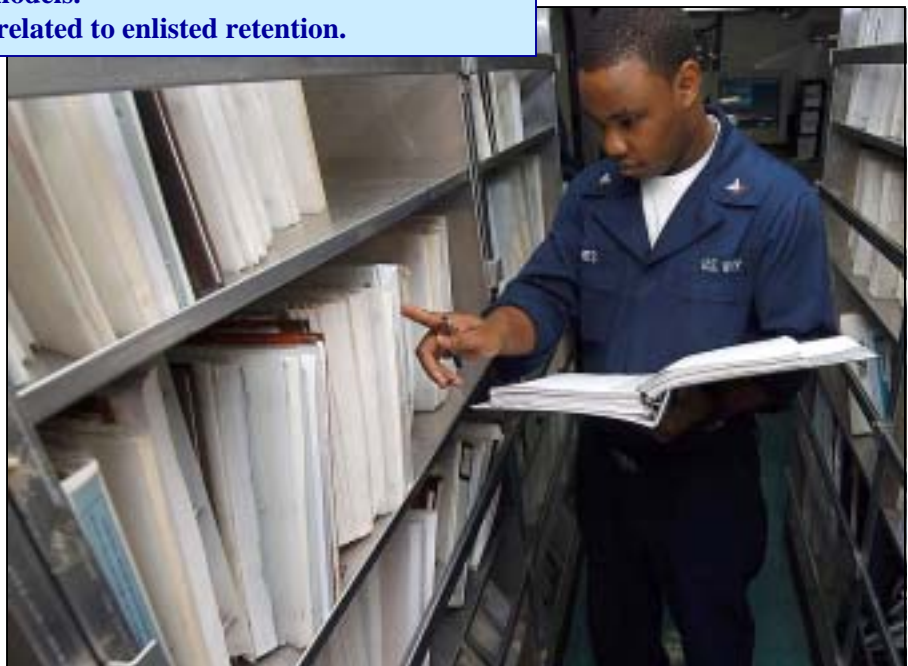


## **PERS-63 Operations**

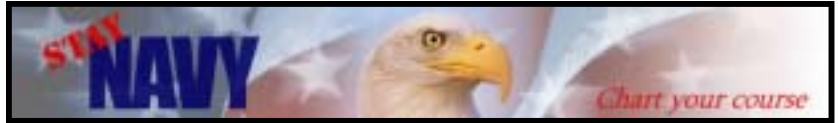


### **Policy – Ops/Analysis Unit**

- Navy's Center of Excellence for monitoring and forecasting enlisted retention.
- Using quantitative and qualitative analytic techniques, determines the impact on retention of existing and proposed manpower and personnel policies.
- Single point of contact between fleets, Navy staffs, and analytic think tanks for analytic support and interpretation of studies, surveys, and models.
- Determines requirements related to enlisted retention.



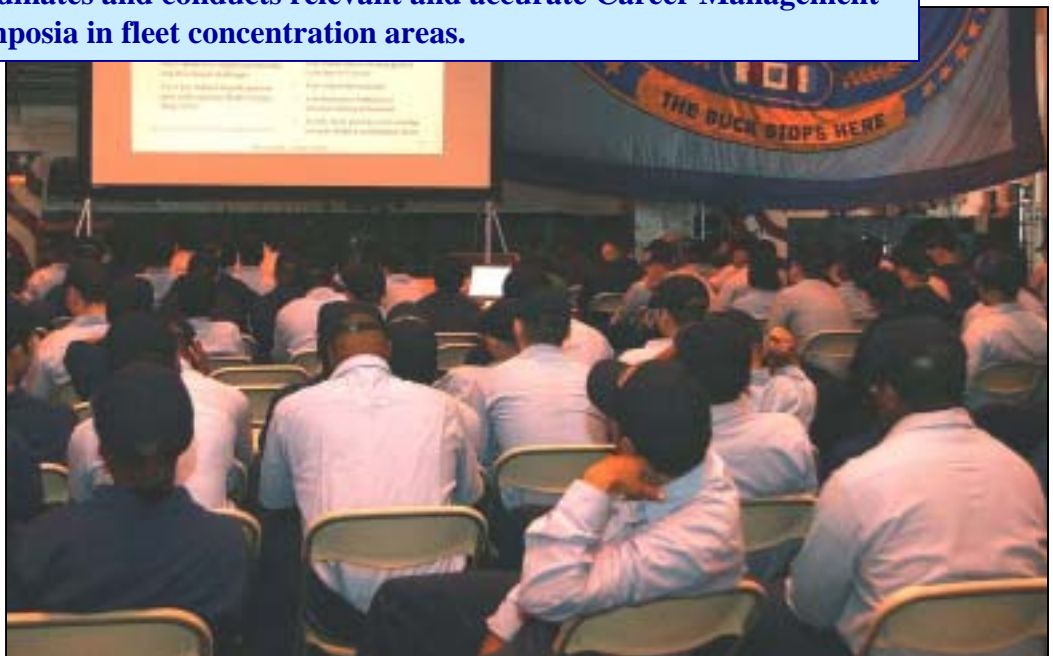
## **PERS-63 Operations**



- Provides Career Development information to Sailors, Navy Leadership and spouses.
- Ensures every Sailor is aware of the value of benefits.
- Provides traveling teams to the fleet composed of Navy Career management experts, senior officers, and Command Master Chiefs.



- Shares current information on private industry standards, policies and practices concerning compensation and competitive personnel issues.
- Coordinates and conducts relevant and accurate Career Management Symposia in fleet concentration areas.



## **PERS-63 Operations**

### **FY-04 Stats**

- 48 Career Management Symposiums completed
- 53,135 Personnel attended various CCD briefs
- 17,182 Detailer interviews conducted
- 721 Career saves generated



### **Policy – Retention Unit**

- Identify, assess and evaluate the effectiveness of current and proposed policies impacting retention and attrition.
- Provides the administrative oversight of Career Information Management Systems and Web Content Management System.
- Schedules annual and quarterly retention conferences.
- Provides policy updates and training in fleet concentration areas during Career Management Symposiums.





## PERS-63 Communications

- Develops Communications plans for CNP/NPC policies, plans, and initiatives
- Provides public affairs counsel to CNPC and ACNPs, subject matter experts and other leadership. Provides media training for command spokespersons. Responds to external media queries and other requests for information. Composes articles and develops media products for release in military and civilian print, video, and web-based markets.

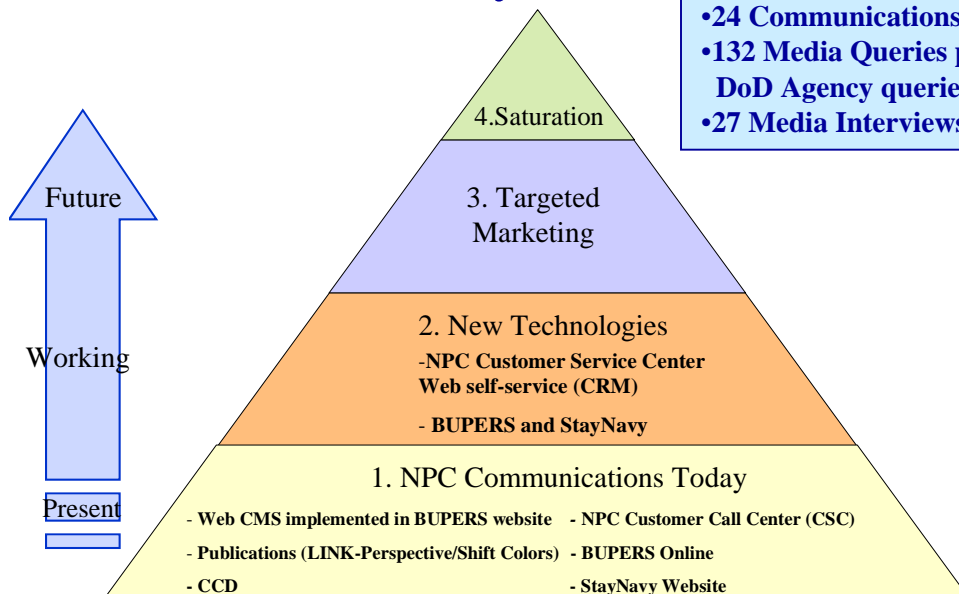


- Publications – Designs, drafts, collects input, edits and publishes Navy flagship career guide, *LINK-Perspective*; the Navy's retirement publication, *Shift Colors*; and the internal on-line newsletter *On Course*. Provides photographic services to NPC.





## Communications Pyramid



### FY-04 NPC Communications By the Numbers

- 35 DTS spots in production
- 105 DTS spots currently broadcast to the fleet
- 24 Communications Plans authored/implemented
- 132 Media Queries processed/ 22 community and DoD Agency queries
- 27 Media Interviews

• **Web Management** – Develops and implements a system to efficiently manage, review, coordinate and approve all information posted to the command internal and external web sites.



## **PERS-63 Customer Service Center**

- Acts as a gateway for all NPC customer service interactions
- Acts as a gateway for Employer Support of the Guard and Reserve
- Provides forwarding information to queries outside NPC
- Supports Selection Board packet receipt process



### **FY-04 Stats**

#### **Received:**

- 92,683 phone calls

#### **Processed:**

- 39,711 Selection Board Packages
- 189,646 total Customer Interactions

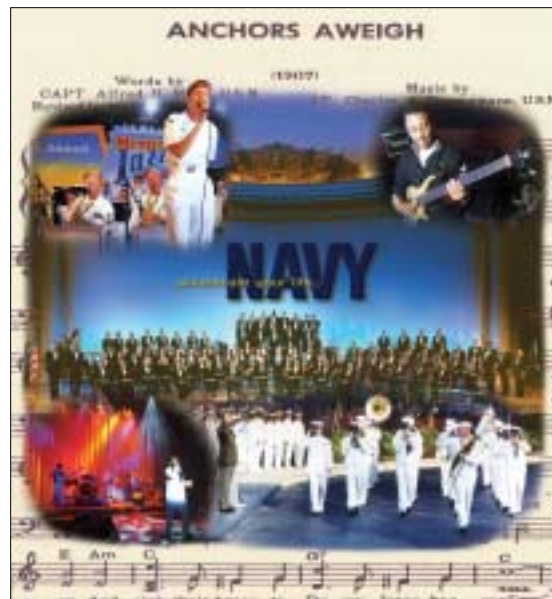
***1-866-U-ASK-NPC***



## **Navy Music Program (PERS-64)**

PERS-64 provides policy and oversight, and centrally manages the MU Rating and Navy Music Program, to include enlisted and officer assignment detailing; administrative, supply, and fiscal support; and technical guidance for 14 bands and one support unit, afloat and ashore; reports to the Deputy Chief of Naval Personnel for matters pertaining to military bands and honors & ceremonies; serves as MU Rating Sponsor; and provides guidance to local operational commanders for the management of Navy bands assigned. A small team (6 personnel) manages this Program: LDO Program Head, LDO Deputy, and four Enlisted MUs: Detailer, Fiscal Manager, Materiel Manager, and Detailer Admin Assistant.

Navy bands perform in excess of 7,000 missions annually in direct support of CONUS and overseas operating forces both afloat and ashore. Requests-for-services exceed 9,000 annually.



Performances by Navy bands in 2004 reached audiences in excess of 55-million people worldwide. Bands have historically been one of the most effective tools in *taking the Navy to the people*.

Navy is the smallest of the military service band programs with 750-plus Enlisted and LDO Officer personnel assigned to fourteen bands, one support unit, and five associate commands (RTC, CSS, SOM, NAVCO, and CNRC).

Service comparison (end strength): USMC – 850; USAF – 900; USA – 2,000 [USN - 750]

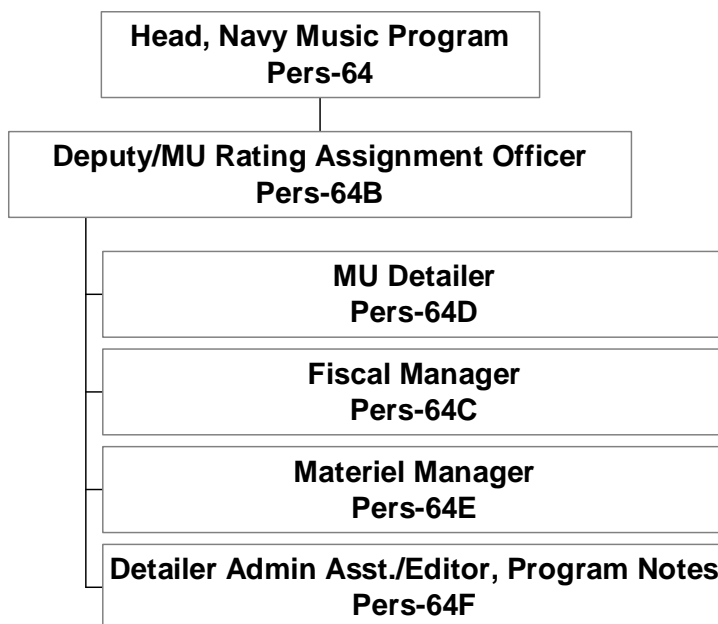
Navy Music is the only completely centrally-managed Program and Rating in the Navy (personnel, funding, materiel, and policy), and is the only centrally-managed Music Program among the military Services.

## **Mission & Function of Navy Bands**



To provide ceremonial and entertainment services afloat and ashore to enhance Navy presence and coalition building initiatives, support Navy Recruiting goals and objectives, inspire patriotism, elevate esprit de corps, enhance retention and pride in the Naval services, enhance community awareness and public relations, and to provide services that project a positive U.S. and Navy image both at home and abroad.

## **PERS-64 Navy Music Program**





## Fleet and Field Activities

- The U.S. Navy Band
  - Washington, DC
- Naval Academy Band
  - Annapolis, MD
- ATLANTIC Fleet Band
  - Norfolk, VA
- Allied Forces Band Naples
  - Naples, Italy
- Navy Band Fleet Support Unit
  - Little Creek, VA
- Navy Band Great Lakes
  - Great Lakes, IL
- Navy Band Mid-South
  - Millington, TN
- Navy Band New Orleans
  - New Orleans, LA
- Navy Band Northeast
  - Newport, RI
- Navy Band Northwest
  - Silverdale, WA
- PACIFIC Fleet Band
  - Pearl Harbor, HI
- SEVENTH Fleet Band
  - Yokosuka, Japan
- SIXTH Fleet Band
  - Naples, Italy
- Navy Band Southeast
  - Jacksonville, FL
- Navy Band Southwest
  - San Diego, CA

## PERS-64 Core Competencies

- **To perform those functions required for the centralized management of the Navy Music Program and MU rating**
- **Accession, assignment and distribution of 750-plus enlisted and officers for the operation of 15 Fleet activities and 6 associate commands (Navy School of Music, NAVCO, RTC, CNRC, CSS, and Navy Band Fleet Support Unit)**
- **Distribution of funding and equipment necessary for the operation of Fleet activities**
- **Set policy governing the scope, duties, and responsibilities of Bandmasters and the performance and operation of their activities Fleet-wide**

*"...Our residents are still talking about how they enjoyed the performance. Please continue to inspire love of country and support for our troops."*

Iris Place Retirement Residence, Athens, GA

*"...We love to see our tax dollars spent this way!!!!!! Don't change a thing in the program..."*

Eileen and Bob, Burlington, NC

*"...Thanks so much for allowing this to come to towns all over the U.S. It makes us even more proud to be an American."*

Melvin and Mary, Avon Park, FL

*"...Thank you so much for this fine entertainment. You make this country proud!"*

E. G., Sebring, FL

*"...By far the best performance we've ever attended... Sure makes us all proud to be Americans."*

Juanita and Richard, Port Charlotte, FL

*"...It is important to let them know how much the public appreciates their hard work... Makes me proud to be an American citizen..."*

Catherine, Athens, GA

*"...I would have paid \$100 a ticket and considered it a bargain... With every concert you give, you are making a lot of people feel awfully good. Don't ever forget that."*

George & Viola, Richmond, VA

*"...Awesome!!!!...Perfect examples of how America should be spending our [tax] dollars..."*

Pascasio G. and Elsa I., Orlando, FL



## Band Operations Report for FY04

7,284 total performances for FY04

- “Cost per Engagement” (CPE) = **\$275**  
(O&MN ÷ Engagements = CPE)
- Reached over 55 million people throughout the world
- “Cost per Thousand Impressions” (CPM) = **\$36**  
(O&MN ÷ Total Audience X 1000 = CPM)



## MUSIC FOR RECRUITING (MFR)



Contemporary units from Navy bands around the country are on-the-road and in the spotlight virtually every day in support of Navy Recruiting. Reaching target-audiences throughout the country, Navy bands produced a cost-per-gross-lead that averaged less than \$17.00 in FY-04.

## **Service and Support Division (PERS- 67)**

Service and Support Division (PERS-67) contributes to personal and operational readiness by providing programs and services to Sailors, their families, and commands as well as to our veteran and retiree communities.

Among the diverse programs managed through five Branches in PERS-67, we serve our Sailors by promoting health and wellness through the physical readiness program; stress management and suicide prevention (education and intervention techniques) programs; and benefits and eligibility determination and verification for ID card and Montgomery GI Bill benefits, and the Former Spouse and Incapacitated Dependents programs. Our Exceptional Family Member Program serves Sailors and their families who have special educational, medical or mental health needs by ensuring they are assigned to duty stations where family needs may be met.

PERS-67 directs Navy's efforts in alcohol and drug abuse prevention to enable our Commanding Officer's to maintain operational readiness—but deterring drug and alcohol abuse also saves lives, families, and careers. Our stress management and suicide prevention education efforts give our Commanding Officers tools to help our Sailors manage their stress and help their shipmates who could be at risk for harming themselves. Managing Navy's physical readiness program ensures Navy-wide physical fitness standards are maintained so commands can perform their mission and Sailors can benefit from leading healthy lifestyles.

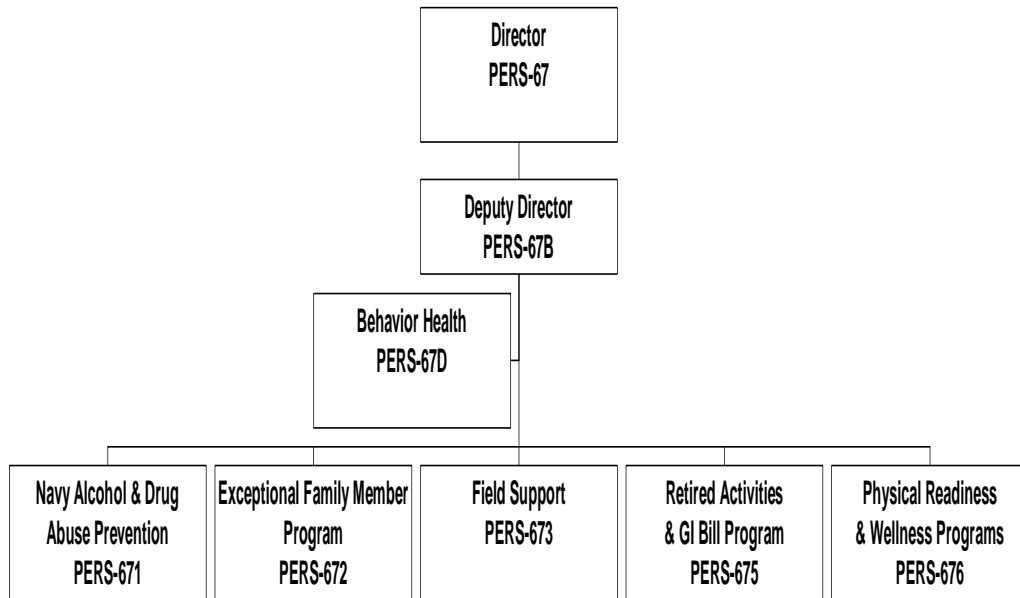


*The cornerstone of personnel readiness*

As co-sponsor and functional manager of the Pay and Personnel Administrative Support System (PASS), PERS-67 is a key player in personnel, pay, and transportation issues, support systems development, and representing Navy interests at all conferences and working groups involving these matters. Our efforts to resolve benefits and eligibility issues directly affect our Sailor's quality of life and morale, particularly when it involves medical care or Montgomery GI Bill (MGIB) Program benefits. We expertly resolve these issues so our Sailors and their families can access the benefits they depend on.

We provide assistance to Retired Activities Offices' (RAOs) volunteers located world-wide, providing a valuable service to our retirees and their survivors. Assisting our retirees with myriad of issues that would cause them distress or frustration contributes to the overall reputation of the Navy and impacts recruiting as well, since our retirees have children or grandchildren contemplating naval service. Helping our retirees' survivors is important to ensure they can navigate the difficulties of reporting the retiree's death and accessing their benefits.

## **PERS-67 Service and Support**



***Supporting Sailors and their families***

## **Service and Support Programs**

### **Navy Alcohol & Drug Abuse Prevention**



### **Exceptional Family Member Program**



### **Field Support**



### **Physical Readiness Program**



### **Retired Activities & GI Bill Programs**



### **Behavioral Health**

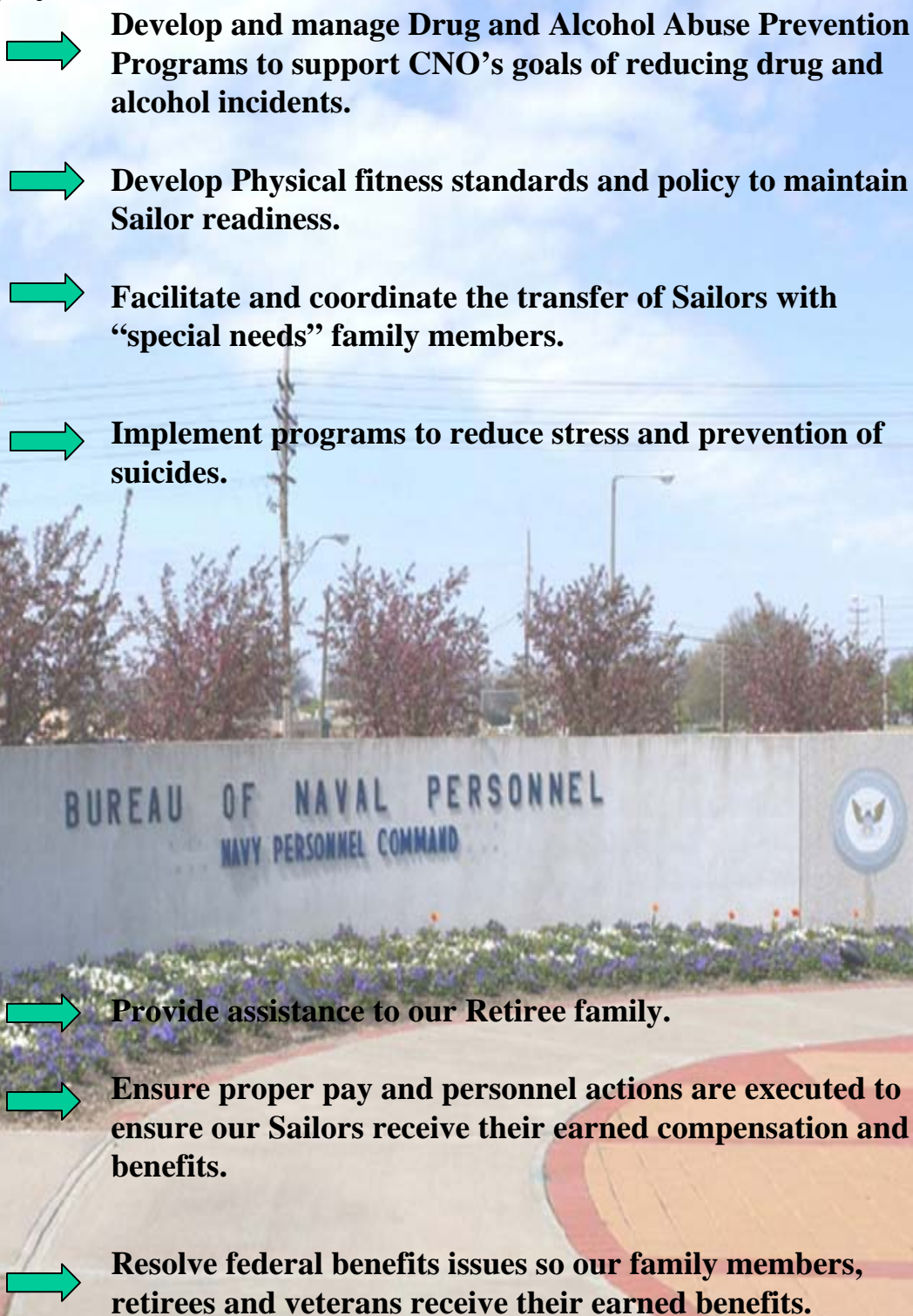


**Supporting Personnel Readiness with Quality Sailor, Family and Command Programs and Services**

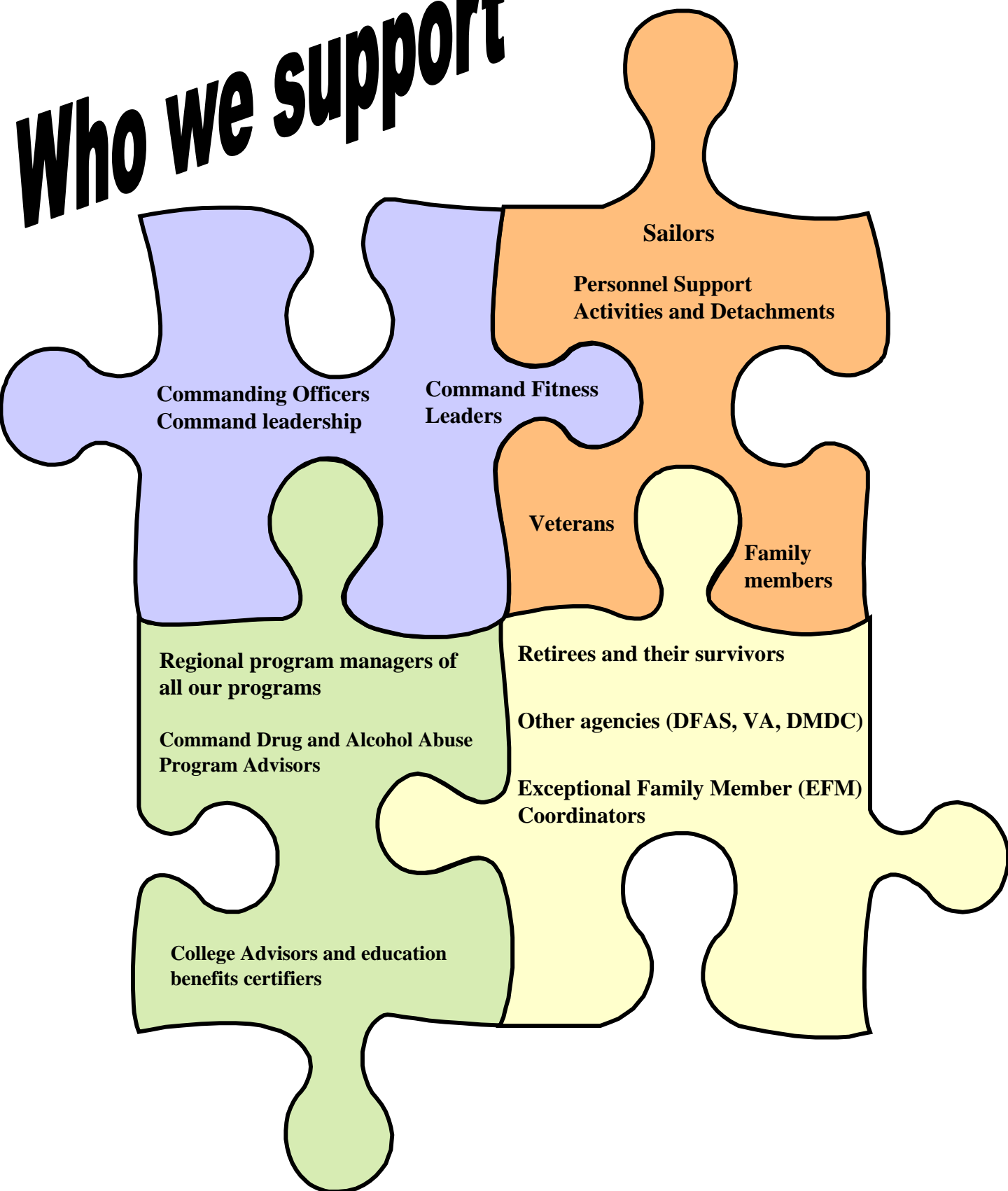
***Mission First, Sailors Always***



## ***What we do***

- 
- The background of the slide features a photograph of the Bureau of Naval Personnel sign. The sign is a large, light-colored wall with the text "BUREAU OF NAVAL PERSONNEL" and "NAVY PERSONNEL COMMAND" in blue capital letters. On either side of the text are circular emblems containing an eagle. The sign is set against a backdrop of trees and a clear sky. In the foreground, there are purple flowers and a paved area.
- ➡ **Develop and manage Drug and Alcohol Abuse Prevention Programs to support CNO's goals of reducing drug and alcohol incidents.**
  - ➡ **Develop Physical fitness standards and policy to maintain Sailor readiness.**
  - ➡ **Facilitate and coordinate the transfer of Sailors with "special needs" family members.**
  - ➡ **Implement programs to reduce stress and prevention of suicides.**
  - ➡ **Provide assistance to our Retiree family.**
  - ➡ **Ensure proper pay and personnel actions are executed to ensure our Sailors receive their earned compensation and benefits.**
  - ➡ **Resolve federal benefits issues so our family members, retirees and veterans receive their earned benefits.**

# **Who we support**



# How we support

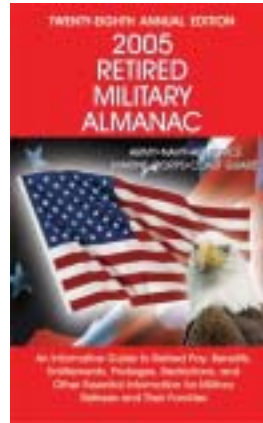
Personnelman



Dispersing Clerk



**Outreach efforts**



**Education**

**Training**

**Technical Rating Sponsor (PS)**

**Develop program policies**

**Customer service**



## **PERS-68 Corrections and Programs**

PERS-68 provides policy and oversight of the Navy corrections program which includes administrative and technical guidance and support to Navy detention facilities, ashore and afloat brigs, and correctional custody units (CCUs) worldwide; reports to the Deputy Chief of Naval Personnel for all matters pertaining to corrections, desertion, and appellate leave policy/programs; provides direct program management for Naval Consolidated Brigs (Miramar and Charleston), Navy Absentee Collection and Information Center, and Navy and Marine Corps Appellate Leave Activity; implements Level III corrections for DoD long-term female prisoners; recommends on a Navy-wide basis deserter, corrections, appellate leave, transient personnel unit (TPU), and incident-based reporting system policies and programs for the Secretary of the Navy/Chief of Naval Operations approval; serves as assessment sponsor for Navy-wide brig/CCU, deserter, and appellate leave resources; exercises responsibility for overall program implementation and appraisal for the Navy-wide brig/CCU, deserter, and appellate leave programs; and provides guidance to the major claimants responsible for the management of TPUs.



Programs administered by PERS-68 are critical components of the military justice system; well respected and admired by the military communities for contributing to their good order and discipline and safety, and recognized by DoD and national organizations as an innovative, well-managed, and cost-effective system that has security as its first priority. Proper management of these programs directly impact on mission readiness and capability.

Programs administered by PERS-68 are committed to safe, secure, and humane confinement, supervision and management of DoD personnel, while providing opportunities to aid successful return to duty and to productive, offense-free civilian life. This is achieved in a manner that promotes safe communities and recognizes victims' rights and values their input.

PERS-68 has implemented a responsibility-based philosophy that emphasizes Navy core values, beliefs, and expectations. The focus of this philosophy is accountability and responsibility, both for the offenders and also for the staff charged with running Navy discipline-based programs. The accountability for criminal activity falls squarely on the offender. Society should not have to pay the price of crime twice because of Navy's failure to intervene and treat offenders while under our supervision, thus promoting a recurring cycle of crime, cost, and additional victims.



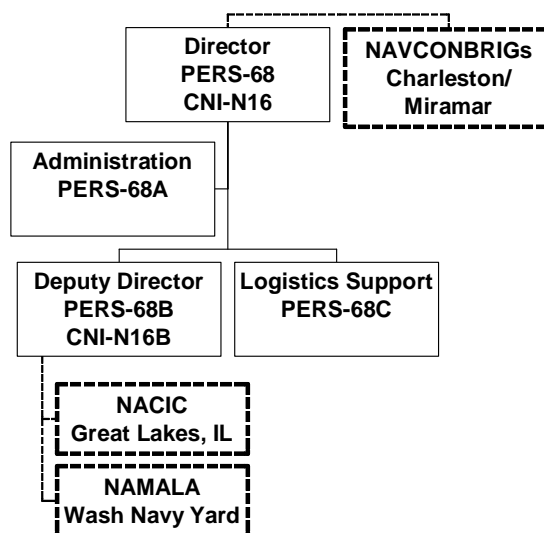
## PERS-68 Mission

*Promote mission readiness and support good order and discipline in order to foster a safe environment for Sailors, their families, and the community by:*

- *Sustaining a rapid response capability to fleet needs by managing problem personnel.*
- *Providing secure confinement.*
- *Maintaining control, supervision, and management of offender populations.*



## PERS-68 Corrections and Programs



Dotted Boxes = Field Activities

## **PERS-68 Core Competencies**

- Support good order and discipline in the operating forces
- Increase command and public safety
- Manage field programs/command activities



## **Support Good Order and Discipline in the Operating Forces**

- Corrections provides commanders safe and secure environments for problem personnel and adjudged prisoners.
- TPUs provide ships and squadrons with efficient processing of Sailors in a transient status.
- NACIC provides an active deserter apprehension program through active investigation, pursuit, and visible return of deserters, which also serves as a deterrent.



## **Increase Command and Public Safety**

- Maintain a productive partnership with commands, communities, and victims of crime by providing: (1) required offender notifications to state and local officials, and crime victims and witnesses, (2) offense-related treatment and rehabilitation programs to support an effective transition back to duty and/or to society at large.
- Required DNA collection for inclusion in the FBI DNA database.
- Statistical data on low recidivism, incident-based reporting, and data to DoD criminal justice Management Information System.



## **Manage Field Programs/Commands**

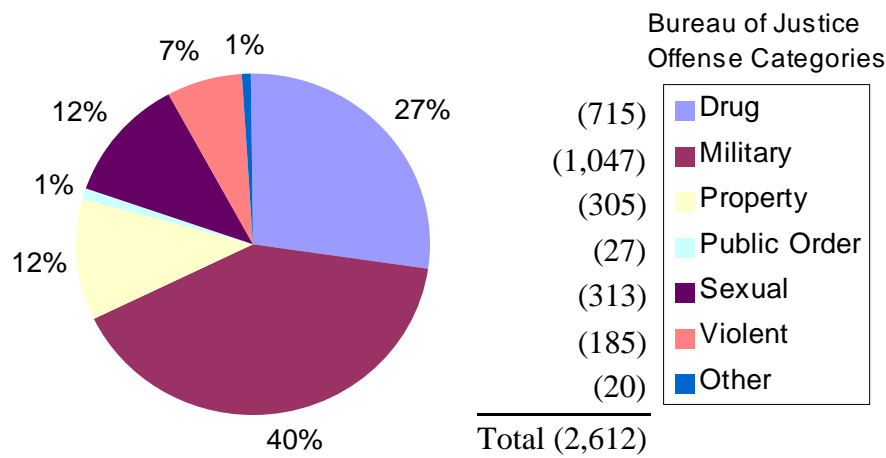
- Program Manager for: (1) NAVCONBRIGs which provide consolidated confinement services to maximize efficiencies within Navy corrections; (2) NACIC which provides tracking of commands' deserters so that replacement Sailors can be assigned; (3) NAMALA which provides tracking of appellants to ensure expeditious discharge as review is completed.
- Policy development and program review for ashore/afloat brigs, detention facilities, and CCUs and TPUs.



- NAVCONBRIGS – Naval Consolidated Brig
- NACIC – Navy Absentee Collection and Information Center
- NAMALA – Navy and Marine Corps Appellate Leave Activity
- CCU – Correctional Custody Unit
- TPU - Transient Personnel Unit

PERS-68  
Corrections

Navy Brigs CY-2004 (All Services)



PERS-68  
Transient Personnel Units (TPU)

Mission

Provide Sailors in a transient status with the most expeditious and professional transition possible for future excellence in the Navy and civilian society.

- Jacksonville
- Great Lakes
- Norfolk
- San Diego
- Puget Sound
- Pearl Harbor
- Yokosuka

Annual Throughput

CY-01 - 26,235  
CY-02 - 22,320  
CY-03 - 23,801  
CY-04 - 22,455





## PERS-68 Navy Absentee Collection and Information Center (NACIC)

### Mission

NACIC:

➤ Provides information on the status of Navy deserters to law enforcement agencies and fleet Activities.

➤ Administers the Navy's Deserter Apprehension Program (DAP) by coordinating the apprehension of deserters and returning them to military control.



Great Lakes, IL

**1 Officer  
25 Enlisted**

## PERS-68 NACIC Deserters

